



CITY OF RALEIGH

At Your SERVICE

Prepared by the City of Raleigh Public Affairs Department

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March 2012

www.raleighnc.gov

NUMBERS TO REMEMBER

EMERGENCY	911	Fire Prevention	996-6392	Sidewalks	996-3030
City Information	996-3000	Garbage/Recycling	996-6890	Stormwater/drainage	996-3940
Animal Control Dispatch	831-6311	Greenways	996-4786	Streetlight outage / repair	800-419-6356
Bus (CAT) information	485-7433	Parks and Recreation	831-6640	Trees	996-4115
Business License	996-3200	Parking	996-3030	Utility Billing	890-3245
City Council / Mayor	996-3050	Police Information Desk	996-3335	Water/Sewer Emergencies	250-2737
Convention Center	996-8500	Pothole repair	996-6446	After hours	829-1930
Development Services		Public Nuisance	807-5110	Yard Waste Center	250-2728
Customer Service Center	516-2495	Raleigh Television Network	996-6278	Zoning	516-2558

Raleigh Dedicates Nation's Most Sustainable Solid Waste Services Facility

The solid waste services facility that the City of Raleigh dedicated in late January is as attractive as it is sustainable and economical.

Mayor Nancy McFarlane said that the Wilders Grove Solid Waste Services Facility was built to Platinum LEED standards. She noted that every aspect of the project expresses the pinnacle of sustainability.

"Dependable collection and disposal of garbage are among any City's most important responsibilities," she said. "This new facility will make Raleigh even more efficient in collecting in excess of 85,000 tons of garbage, 25,000 tons of recycling and 17,000 tons of yard waste annually, and it will save the City money in the process."

The Mayor noted the efficiencies that the City already is realizing. She noted that in 1947, Sanitation was the City's largest department, with a staff of 120. Garbage collection claimed 12 cents on every City dollar to serve its population of 60,000 in an area of less than 10 square miles.

"Today, with a staff of just 211 we not only collect garbage, but recycling and yard waste as well from a population of more than 400,000 over more than 143 square miles," she said, "and it only takes 4 cents of every City dollar spent. Now that is efficient!"

Some of the more notable sustainable features include:

- Its location – the facility was built on the site, of the landfill the City operated from 1972 to 1997. By reusing the site the City saved the purchase price of a sizeable parcel of land.
- Soil reuse -- The 27-acre site was reclaimed by the placement of nearly 160,000 cubic yards of clean fill generated from several Downtown City, State and County construction projects. This saved the costs and related environmental impacts of hauling the soil away.
- Its proximity to the transfer station – In 2007, the City constructed a solid waste transfer facility on a portion of the Wilders Grove site to efficiently repackaging Raleigh's solid waste for hauling to the County's new landfill near Holly Springs. Having the solid waste fleet operating from the same site saves at least 100,000 miles of driving and more than \$250,000 in fuel annually.
- Geothermal HVAC and hot water – The Wilders Grove Solid Waste Facility has a geothermal HVAC and hot water system. Geothermal energy is a renewable energy source. The U.S. Department of Energy awarded the City a grant for \$1.3 million to build the system. The system is comprised of unitary terminal units using direct expansion water source heat pumps with supply air fans and filters using a geothermal ground loop water source. The closed loop piping system pumps water through these wells to reject heat during the summer and absorb heat

during winter. The rejected heat will be used to heat water prior to entering the wells. This system will save more than 30 percent over conventional HVAC system designs.

- Totally recycled – The facility's exterior masonry and siding contain recycled materials. The roof system incorporates a metal roof that allows for photovoltaic arrays. Harvested rain and recycled water are used to clean the Solid Waste Services fleet of trucks.

T.A. Loving, Inc. of Goldsboro was the builder of the \$21 million project. Raleigh's Hazen and Sawyer designed the uber "green" facility.

The grounds of the facility are landscaped with mulch from the City's nearby Yard Waste Center. It is sprinkled with recycled glass from Elizabeth City Glass. The main entrance to the facility is laid with pavers in the shape of North Carolina. They were obtained from Grotto Hardscapes in Mebane.

The Solid Waste Services staff is moving to the new location at 630 Beacon Lake Drive from its long-time facility at 400 W. Peace St. Staff from the City's Public Works Department will move into the West Peace St. facility.

City Council Supports New Bern Avenue Corridor Study Findings

The Raleigh City Council has voted unanimously to endorse a study that proposes improvements to the New Bern Avenue corridor. City staff was directed to implement short-term and long-term action items recommended in the New Bern Avenue corridor study.

The study of the corridor, Raleigh's historic eastern gateway, focused on the area of New Bern Avenue and Edenton Street from Swain Street to Crabtree Creek and the Interstate 440 interchange. The preliminary goals of the study were to identify ways to improve the appearance of the corridor; to support pedestrian, bicycle and transit uses along the corridor; and to stimulate economic development initiatives and revitalization in the area.

The study recommends short-term and long-term action items in major areas. These areas are land use and redevelopment; cultural landscape; frontage typologies; streetscape design; sidewalks, crosswalks and street lighting; transit patterns; stormwater management; public realm landscape; and public safety and public health.

The City of Raleigh held three public workshops to get input from citizens and other interested parties on the corridor study.

To view a draft of the New Bern Avenue corridor study, including the recommended action items, visit the City of Raleigh's website at www.raleighnc.gov/planning and click on "New Bern Corridor Study Update" under News & Events. Information about the study also can be obtained by contacting the City of Raleigh Planning Department at 516-2626.

City Offers Weekly E-Newsletter | Residents who want to receive a copy of the City of Raleigh's weekly e-newsletter, NewsCOR, may do so by emailing a request to public.affairs@raleighnc.gov or calling the City of Raleigh's Public Affairs Department at 996-3100.

Visit your City Online at www.raleighnc.gov for the Latest City News, Hot Topics and Alerts.



City To Observe Good Friday Holiday, April 6; No Changes in Household Waste Collection Schedule

The City of Raleigh will observe Good Friday on April 6. While most administrative offices will be closed, same-day collection service of garbage, recycling and yard waste will follow the regular schedule on Good Friday. The City's Yard Waste Center also will be open on Good Friday.

Furthermore, Capital Area Transit will provide regular bus service on the holiday, and emergency police, fire and rescue services may be reached by calling 9-1-1 on Good Friday.

Chavis Community Center Is Home to College Information Center

Chavis Community Center located at 505 Martin Luther King Jr. Blvd. houses the first Raleigh College Center, an information hub for people who want to learn about attending college.

The Raleigh College Center is sponsored by the Raleigh Colleges and Community Collaborative. The collaborative recently won a \$1.3 million grant from the Bill & Melinda Gates Foundation to help young people from families with low incomes complete their post-secondary education and get good jobs. The collaborative includes the six colleges and universities in Raleigh as well as the City of Raleigh, the Wake County Public School System, Wake County Human Services, businesses, faith-based organizations, nonprofits, teens and college students.

College brochures and other information are available at the Raleigh College Center during regular operating hours of Chavis Community Center. Additionally, representatives of colleges and universities in Raleigh conduct information sessions at the college center on two nights each month, providing an introduction to college and financial aid. The sessions are free and open to all.

Representatives of the Raleigh Colleges and Community Collaborative conducted four focus groups with teens to help determine the services to be offered at the Raleigh College Center. The teens said they wanted information about various types of colleges and universities, how to get loans and other financial support, advice from students already in college and access to computers, among other services.

The Raleigh College Center is one aspect of the collaborative's larger initiative known as the Raleigh Promise.

The Raleigh Promise also includes:

- Raleigh Future Scholars, providing high school students with academic coaching, workplace internships, SAT preparation, financial literacy and help with the transition to college; and,
- Raleigh Fellows, supporting college students through orientation, mentoring, internships and job-search services.

For more information, contact Chavis Community Center at 831-6989 or email Al.Byrd@raleighnc.gov; or Jose Picart, Executive Director, Raleigh Colleges and Community Collaborative, at 515-0388, or jose_picart@ncsu.edu.

Keep Pine Straw Away From Dwellings

The City of Raleigh is reminding residents that combustible pine straw should be kept at a distance from residences.

Raleigh has an ordinance that bans pine straw from being used as ground cover within 10 feet of multi-family dwellings. However, the City of Raleigh is urging all homeowners -- those in single-family residences as well as multi-family dwellings --- to comply with the pine straw restrictions.

The ordinance states that no pine straw mulch shall be placed, kept or stored within 10 feet of multi-family dwellings, such as apartment complexes and condominiums. Violators of the ordinance face a fine of at least \$50.

For more information about the pine straw restrictions, contact the City of Raleigh Fire Prevention Office at 996-6392 or visit the City's website at www.raleighnc.gov

Book Your Earth Day/Earth Month Presentations Now!

The City of Raleigh's Public Utilities Department sponsors a variety of presentations that could be perfect for your Earth Month event! Presentations focus on elements of water conservation, efficiency, water resources, and so much more!

Some of the presentations offered cover the elements of being Water Wise, Water for Life, Raleigh's Water Resources, Water Footprinting, Bottled Water, and water conservation around the home and office.

Want to Schedule a Presentation?

Some of our presentations include:

How to be Water Wise

This presentation is great for the entire family. You will learn the three important steps to be Water Wise: respect water, conserve water, and spread the message! Highlights include: why water is irreplaceable, several tips for around the house that will help you become Water Wise.

Presentation time: approximately 45 minutes

Water for Life

Water is a precious resource and this presentation will tell you exactly why water is vital to the planet and our bodies. Topics and questions discussed include: what happens to our bodies when we don't have enough water or enough clean water; what is the world water situation; what we can do locally to help the global water imbalance.

Presentation time: 45 minutes

Raleigh's Water Resources

Do you remember the Drought of 2007? This has prompted many to wonder what the fate of Raleigh's water resources will be. This presentation covers where our water resources come from, how long we expect these resources to last and other potential resources. We will discuss how conservation plays a role and highlights Raleigh's water policies, incentives, water efficient technologies, and steps towards water efficiency.

Presentation time: 30 minutes

How Much is Your Toilet Costing You?

Toilets are, on average, the most inefficient indoor domestic water using device and account for up to 30% of daily water consumption. Learn about the City's WaterSense Toilet Rebate Program and how you can get a new toilet for free! **Presentation time: 15 minutes**

Calculating Your Water Footprint

You've probably heard of a carbon footprint, but have you heard of a water footprint? A water footprint is a calculation of your direct and indirect water usage. Do you know how much water you use from taking a shower, brushing your teeth, washing your hands? What about how much water is required for the clothes that you wear or the food that you eat? You may be using more water than you suspect! This lesson will help you calculate your own water footprint and define steps to reduce your total water consumption.

Presentation time: 45 minutes (depending on age level)

The Unfiltered Truth About Bottled Water

America has been caught up in a trend of drinking bottled water, thinking that it is safer for our bodies. However, there are many things that you may not know about bottled water: where it comes from, who regulates it, what remains in the water, which vital minerals have been removed, and what really happens to all those left over bottles. Beware, this presentation may change your outlook on bottled water!

Presentation time: 30 minutes (depending on age level)

To schedule a presentation email our water conservation specialist, Cinnamon Black at cinnamon.black@raleighnc.gov. Please include your contact information, title of the Group/School/Organization, age range of audience, desired date and time, and the preferred presentation title. With adequate time, we may even be able to tailor a program to meet your specific educational requirements.



Per City of Raleigh Code of General Ordinances, Chapter 3, Section 2-3004:

Past Due Utility Accounts

Disconnection and Reconnection Fees

The City of Raleigh may lawfully cause water or sewer service to be discontinued, or to remain discontinued, at a property when the applicable delinquent charges, fees and required deposit are not paid in full when due and payable. The discontinued service shall not be reinstated until payment of the water or sewer account is PAID IN FULL, including any disconnection, reconnection, meter removal or main disconnection charges.

Any past due utility account with water service charges will be assessed an additional fee of \$50.00 when a trip is made to the property for the purpose of discontinuing the water service, removing the water meter, or disconnecting the water service at the main. This fee will be in addition to any service deposit required, service charges, penalty amounts and delinquency fees that may be applicable.

Any past due utility account for sewer-only service will be assessed a fee of \$1,200.00 for disconnecting the service, and an additional fee of \$1,200.00 to reconnect the service. These fees will be in addition to any service deposit required, or other charges, penalties and fees that may be applicable.

AutoPay – New Online Enrollment

AutoPay is the convenient payment option that will ensure your utility payments are received on time, eliminating late fees and most service disruptions. Payments will be drafted from your savings or checking account each month on the due date shown on your bill. Enroll online today at www.raleighnc.gov.

RELIABLE, CONVENIENT, WORRY-FREE

Report Backups Or Overflows Immediately

Please call the City of Raleigh Public Utilities Maintenance Division at 250-2737 to report a sewer backup or overflow. When calling at a time other than 7:30 a.m. to 4:00 p.m., Monday through Friday, please dial the after-hours emergency number, 829-1930. The City is offering a \$50 reward to each person who reports a confirmed sewer overflow.

Tax Preparation Aid Is Available For Residents With Low Income

AARP Tax-Aide is the nation's largest free, volunteer-run tax assistance and preparation service. It is available to taxpayers with low-incomes and middle-incomes.

AARP Tax-Aide Offers a variety of services each year which include:

- Face-to-Face tax assistance and preparation from February 1 to April 15 at sites throughout the county such as libraries, senior centers, and churches; and,
- Free electronic filing (e-filing) at eight tax preparation sites from February 1 to April 15 in Wake County. E-filing is more accurate and processes tax returns more quickly.

AARP Foundation Tax-Aide volunteers are trained and IRS-certified each year to ensure their knowledge about the latest changes and additions to the U.S. Tax Code.

Because of the complexity of the U.S. Tax Code, older and taxpayers with low incomes may overpay their taxes or have to rely on expensive and, for many unaffordable professional tax preparation services.

Site locations in the Raleigh area are:

Baptist Grove Church	7109 Leesville Rd.	Raleigh
Cameron Village Library	1930 Clark Ave.	Raleigh
Hispanic Family Center	2013 Raleigh Blvd.	Raleigh
Martin St. Baptist Church	1001 E. Martin St.	Raleigh
Bond Park Comm Ctr.	801 High House Rd.	Cary
Pearl St. Community Ctr.	110 Pearl Street	Garner
Northern Wake Senior Ctr.	235 E. Holding Ave.	Wake Forest
Eastern Wake Senior Ctr.	601 W. Third St.	Wendell
CESI	3700 Barrett Dr.	Raleigh

To find the nearest Tax-Aide site, go to www.aarp.org/taxaide or call 1-888-227-7669.

No Ammonia In March Water

The City of Raleigh has temporarily stopped adding ammonia to its water treatment disinfecting process.

The change in treatment is required by federal and state regulations governing the operation of the City's water system. The City will resume adding ammonia to the water treatment process on April 6 at 10 a.m.

Using ammonia in the treatment process reduces the amount of trihalomethanes, a by-product formed when water is disinfected with chlorine. The one-month return to chlorine-only disinfecting is not expected to cause any significant increase in trihalomethanes. Trihalomethane levels are strictly regulated in drinking water. The City of Raleigh has maintained compliance with all limits on trihalomethanes since regulations were put in place in 1981.

Some users of water may be affected by the temporary change in the treatment process. Water customers should be aware that residual traces of ammonia and chlorine must be removed from the water prior to use in fish tanks and ponds, kidney dialysis and some commercial manufacturing of food and beverages.

The City also conducts flushing of the water distribution system during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is absolutely safe. However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes. Water customers affected by this change include those who pay water bills to the City of Raleigh and to the towns of Rolesville, Garner, Knightdale, Holly Springs, Wendell, Wake Forest, Zebulon and Fuquay-Varina.

Questions about this change in water treatment should be directed to Edward Buchan, Public Utilities Environmental Coordinator, and mailed to City of Raleigh Public Utilities Department, P.O. Box 590, Raleigh, NC 27602 or email edward.buchan@raleighnc.gov.

Flood Safety Awareness Week March 12-16, 2012

Flooding is a coast-to-coast threat to the United States. The following are answers to frequently asked questions related to flood safety and flood mitigation as provided by the National Oceanic and Atmosphere Administration (NOAA).

Q: Is flooding really that big of a deal?

Flooding causes more damage in the United States than any other severe weather related event, an average of \$5 billion a year. Flooding can occur in any of the 50 states or U.S. territories at anytime of the year.

Q: How can I find out if I am in danger from a flood?

National Oceanic and Atmosphere Administration (NOAA) Weather Radio All Hazards is one of the best ways to receive warnings from the National Weather Service(NWS). NOAA Weather Radio All Hazards is a nationwide network of radio stations broadcasting continuous weather and river information direct from nearby NWS offices. Also, the NWS web page provides forecasts and warning and identifies where flooding is occurring (www.weather.gov/water).

Q: Is there anything I can do to prepare for a flood?

How to reduce potential flood damage and what to include in a family disaster plan can be obtained from the American Red Cross. The NWS works with and relies on strategic partners involved in floodplain management, flood hazard mitigation, flood preparedness, and flood warnings to reduce the loss of life and property due to floods. Key partners include the U.S. Geological Survey, the Federal Emergency Management Administration, the National Hydrologic Warning Council, the Association of State Floodplain Managers, the American Red Cross, the National Safety Council, the Federal Alliance for Safe Homes, the media, and many other government and private sector organizations.

Q: What is flood insurance?

In 1968, Congress created the National Flood Insurance Program (NFIP) in response to the rising cost of taxpayer funded disaster relief for flood victims and the increasing amount of damage caused by floods.

Lenders should notify borrowers that their property is located in a Special Flood Hazard Area and National Flood Insurance is required.

For more information visit the NOAA website at www.floodsafety.noaa.gov.

RUN FOR OUR HEROES

IN HONOR OF OUR FALLEN OFFICERS **RALEIGH POLICE**

REGISTRATION FORM

4th Annual 5K Road Race /Walk Event April 28, 2012

5K Race and McGruff "Crime Dog" Kids' Dash

Raleigh, North Carolina
(200 Block of West Hargett
@ Nash Square)

Raleigh's Fallen Officers

Tom Crabtree, September 11, 1922
Robert Sparks, March 8, 1968
James Allen, December 5, 1968
James Lee, December 5, 1968
Delma Adams, February 3, 1980
Denise Holden, August 4, 1995
Paul Hale, July 11, 1997
Charles Paul, September 10, 2002

Benefiting:

Raleigh Police Memorial
Foundation

Presented by:

CARQUEST

City of Raleigh

IBM

Local Government Federal
Credit Union

Wake County New Vehicle
Dealers Association

To register online and pay by credit card, visit www.SPORToften.com

Name _____

Street Address _____

City _____ State _____ Zip _____

Phone _____

Age on 04/28/12 _____ Date of Birth _____ Gender M / F _____

E-mail address _____

Emergency Contact _____

Emergency Phone _____

T-Shirt (Not guaranteed after 04/14/12)

Size: ☐ S ☐ M ☐ L ☐ XL ☐ XXL

Sworn Law Enforcement Officer

Yes ☐ No ☐ Agency _____

Event

5K Run (\$30 after 04/14/12) \$25 _____

☐ Competitive ☐ Recreational

McGruff Kids' Dash (children ages 10 and under) \$5 _____

Extra T-Shirt (by 04/14/12) \$10 _____

Size: ☐ S ☐ M ☐ L ☐ XL ☐ XXL

Additional Donation \$ _____

TOTAL ENCLOSED \$ _____

Please make checks payable to Raleigh Police Memorial Foundation

Return completed form with payment to:

Raleigh Police Memorial Foundation, P.O. Box 27731, Raleigh, NC 27611-7731

Participant Waiver:

I, for myself, my heirs and personal representatives, waive all rights and claims for damages and injury that may occur as a result of my participation in this race. I attest that I am physically fit and have sufficiently trained to participate in this event. I know that running or walking in this event is a potentially hazardous activity. I assume all risks associated with participating in the Run for Our Heroes and/or McGruff "Crime Dog" Kids' Dash. I hereby release the City of Raleigh, Raleigh Police Memorial Foundation, Young and Associates, all sponsors and their representatives from any claims of damages, demands, actions whatsoever in any manner as a result arising from my participation in said race. I agree to allow my name and picture to be used in coverage of this event for legitimate purposes. I understand that my entry fee is non-refundable. The race will be held in rain or shine.

Signature _____ Date _____

Signature of Parent/Guardian if under 18 years of age. _____ Date _____